



Cisco Business Edition 6000 Documentation Guide

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CHAPTER 1

Software Downloads

- [Cisco Business Edition 6000, Release 9.1\(2\), page 1](#)
- [Cisco Business Edition 6000, Release 9.0, page 3](#)
- [Cisco Business Edition 6000, Release 8.6, page 4](#)

Cisco Business Edition 6000, Release 9.1(2)

Product	Available Software Types
Cisco Prime Collaboration Release 9.5	<ul style="list-style-type: none"> • Prime Collaboration Patches • Prime Collaboration Software
Cisco Unified Communications Manager Release 9.1	<ul style="list-style-type: none"> • Recovery Software • SIP Normalization and Transparency Scripts • Unified Communications Manager / CallManager / Cisco Unity Connection Utilities • Unified Communications Manager / Cisco Unity Connection Time Zone Updates • Unified Communications Manager / Cisco Unity Connection Updates • Unified Communications Manager Virtual Machine Templates • Unified Communications Manager/CallManager Device Packages • Unified Communications Manager/CallManager Locale Installer

Product	Available Software Types
Cisco Unified Communications Manager IM and Presence Service Release 9.1	<ul style="list-style-type: none"> • Unified Presence Locale Installer • Unified Presence OVA Templates • Unified Presence Server (CUP) Updates
Cisco Unity Connection Release 9.1	<ul style="list-style-type: none"> • Recovery Software • Unified Communications Manager / CallManager / Cisco Unity Connection Utilities • Unified Communications Manager / Cisco Unity Connection Time Zone Updates • Unified Communications Manager / Cisco Unity Connection Updates • Unity Connection Locale Installer
Cisco Unified Contact Center Express Release 9.0	<ul style="list-style-type: none"> • Customer Response Solution Software • Unified Contact Center Express Virtual Machine Templates • Windows to Linux Upgrade Tool
Cisco Emergency Responder Release 9.0	<ul style="list-style-type: none"> • Emergency Responder Updates • Emergency Responder Virtual Machine Templates
Cisco TelePresence Video Communication Server Release 7.2	TelePresence Software
Cisco Unified Attendant Consoles	<ul style="list-style-type: none"> • Cisco Unified Attendant Console Business Edition • Cisco Unified Attendant Console Compact Edition • Cisco Unified Attendant Console Department Edition • Cisco Unified Attendant Console Enterprise Edition • Cisco Unified Attendant Console Premium Edition

Product	Available Software Types
Cisco Paging Server	<ul style="list-style-type: none"> • Cisco Paging Server 8.4(1) Bootable OVA • Cisco Paging Server deb file to upgrade from v8.3 to v8.4

Cisco Business Edition 6000, Release 9.0

Product	Available Software Types
Cisco Prime Collaboration Release 9.0	<ul style="list-style-type: none"> • Prime Collaboration Patches • Prime Collaboration Software
Cisco Unified Communications Manager Release 9.0	<ul style="list-style-type: none"> • Recovery Software • SIP Normalization and Transparency Scripts • Unified Communications Manager / CallManager / Cisco Unity Connection Utilities • Unified Communications Manager / Cisco Unity Connection Time Zone Updates • Unified Communications Manager / Cisco Unity Connection Updates • Unified Communications Manager Virtual Machine Templates • Unified Communications Manager/CallManager Device Packages • Unified Communications Manager/CallManager Locale Installer
Cisco Unified Communications Manager IM and Presence Service Release 9.0	<ul style="list-style-type: none"> • Unified Presence Locale Installer • Unified Presence OVA Templates • Unified Presence Server (CUP) Updates
Cisco Unity Connection Release 9.0	<ul style="list-style-type: none"> • Recovery Software • Unified Communications Manager / CallManager / Cisco Unity Connection Utilities • Unity Connection Locale Installer

Product	Available Software Types
Cisco Unified Contact Center Express Release 9.0	<ul style="list-style-type: none"> • Customer Response Solution Software • Unified Contact Center Express Virtual Machine Templates • Windows to Linux Upgrade Tool
Cisco Emergency Responder Release 9.0	<ul style="list-style-type: none"> • Emergency Responder Updates • Emergency Responder Virtual Machine Templates
Cisco TelePresence Video Communication Server 7.2	TelePresence Software

Cisco Business Edition 6000, Release 8.6

Product	Available Software Types
Cisco Unified Communications Manager Release 8.6(1)	<ul style="list-style-type: none"> • Intercompany Media Software • Recovery Software • SIP Normalization and Transparency Scripts • Unified Communications Manager / CallManager / Cisco Unity Connection Utilities • Unified Communications Manager / Cisco Unity Connection Time Zone Updates • Unified Communications Manager / Cisco Unity Connection Updates • Unified Communications Manager Virtual Machine Templates • Unified Communications Manager/CallManager Device Packages • Unified Communications Manager/CallManager Locale Installer • Voice Log Translator (VLT) Software

Product	Available Software Types
Cisco Unified Presence Release 8.6	<ul style="list-style-type: none"> • Unified Presence Locale Installer • Unified Presence OVA Templates • Unified Presence Server (CUP) Updates
Cisco Unity Connection Release 8.x	<ul style="list-style-type: none"> • Recovery Software • Unified Communications Manager / CallManager / Cisco Unity Connection Utilities • Unified Communications Manager / Cisco Unity Connection Time Zone Updates • Unified Communications Manager / Cisco Unity Connection Updates • Unity Connection Locale Installer
Cisco Unified Contact Center Express Release 8.5(1)	<ul style="list-style-type: none"> • Customer Response Solution Software • Unified Contact Center Express Virtual Machine Templates • Windows to Linux Upgrade Tool
Cisco Emergency Responder Release 8.6	<ul style="list-style-type: none"> • Emergency Responder Updates • Emergency Responder Virtual Machine Templates



CHAPTER 2

Reference Guides

- [Cisco Business Edition 6000, page 7](#)

Cisco Business Edition 6000

Cisco Validated Designs for Collaboration: These guides provide the framework for systems design based on common use cases or current engineering system priorities. Cisco engineers have tested and documented each CVD in order to help ensure faster, more reliable, and more predictable deployment.

Cisco Collaboration 9.x Solution Reference Network Designs (SRND) : This document provides design considerations and guidelines for deploying Cisco Unified Communications and Collaboration solutions, including Cisco Unified Communications Manager 9.x, Cisco TelePresence Video Communication Server, and other components of a Cisco Unified Communications and Collaboration System.

Product	Documentation
<p>Cisco Prime Collaboration, Release 9.0</p>	<ul style="list-style-type: none"> • Cisco Prime Collaboration Administration Guide: Use this document for the configuration, provisioning, inventory, and maintenance of infrastructure-based, real-time collaboration services such as video (TelePresence) and telephony (VoIP), including endpoints, management servers, and service-specific network devices • Cisco Prime Collaboration Documentation Overview: This document describes the various documents that comprise the Prime Collaboration, Release 9.0 documentation set. • Technical Support Documents: For all other application specific documentation.

Product	Documentation
<p>Cisco Unified Communications Manager, Release 9.1(1)</p>	<ul style="list-style-type: none"> • Cisco Unified Communications Manager Administration Guide: This document provides instructions for administering the Cisco Unified Communications Manager system. This document includes descriptions of procedural tasks that you complete by using Cisco Unified Communications Manager Administration. • Cisco Unified Communications Manager Documentation Guide: The Cisco Unified Communications Manager Documentation Guide describes the various documents that comprise the Cisco Unified Communications Manager 9.1(1) documentation set. The guide contains URLs that link directly to these documents. • Technical Support Documents: This site lists all other application-specific documentation.
<p>Cisco Unified Communications Manager IM and Presence Service, Release 9.1(1)</p>	<ul style="list-style-type: none"> • Cisco Unified Communications Manager IM and Presence Service Deployment Guide: This document describes how to deploy and configure IM and Presence Service, Cisco client applications such as Cisco Unified Personal Communicator, and third-party client applications. • Cisco Jabber for Everyone Quick Start Guide: The <i>Jabber for Everyone Quick Start Guide</i> provides a solution-level overview of the Cisco Jabber for Everyone offer as well as a quick-start guide to deployment, from core functionality to advanced features. • Cisco Unified Communications Manager IM and Presence Service Documentation Guide: The documentation for the IM and Presence Service Release 9.1 is listed with the Cisco Unified Communications Manager Release 9.1 documentation. Click the link to be redirected. • Technical Support Documents: This site lists all other application-specific documentation.

Product	Documentation
<p>Cisco Unity Connection, Release 9.1(1)</p>	<ul style="list-style-type: none"> • Cisco Unity Connection System Administration Guide: This document contains information and instructions for creating a call management plan by using call routing, restriction tables, and call handlers; for customizing the Cisco Unity Connection conversation; for handling messages and distribution lists; for managing audio formats; for managing user passwords and PINs; for managing the phone system integration; for setting up system transfers; for configuring IMAP settings; for managing partitions and search spaces. • Cisco Unity Connection Documentation Guide: This document describes the pieces that make up the Cisco Unity Connection 9.x documentation set, such as General information, Design, Install and Upgrade, Configure. • Technical Support Documents: This site lists all other application-specific documentation.
<p>Cisco Unified Contact Center Express, Release 9.0</p>	<ul style="list-style-type: none"> • Cisco Unified Contact Center Express Administration Guide: Cisco Unified Contact Center Express, a member of the Cisco Unified Communications family of products, manages customer voice contact centers for departments, branches, or small to medium-size companies planning to deploy an entry-level or mid-market contact center solution. This document provides instructions for using the administration web interface to provision the subsystems of the Unified Contact Center Express package and to configure Unified Contact Center Express applications. • Cisco Unified Contact Center Express Resource Card: This document lists all the useful resources for Cisco Unified Contact Center, Release 9.0(1). • Technical Support Documents: For all other application specific documentation.

Product	Documentation
Cisco Video Communication Server	<ul style="list-style-type: none"> • Cisco TelePresence Video Communication Server Administrator Guide: This Administrator Guide is provided to help you make the best use of your VCS. The Administrator Guide has been divided into several sections, providing conceptual, configuration and reference information about the various features and capabilities of the VCS. • Cisco TelePresence VCS Virtual Machine Deployment Guide: This deployment guide specifies the VM platform requirements for VCS, how to load the VCS ova installation file, how to install a VM and how to troubleshoot the system, when there are issues. • Technical Support Documents: For all other application specific documentation.
Cisco Emergency Responder, Release 9.0	<ul style="list-style-type: none"> • Cisco Emergency Responder 9.0 Administration Guide: This document provides you with the required information to install, configure, manage, and use Cisco Emergency Responder (Emergency Responder). • Technical Support Documents: For all other application specific documentation.
Cisco Unified Attendant Consoles, Release 9.1(1)	<ul style="list-style-type: none"> • Cisco Unified Attendant Console Business/Department Edition Web Admin and Installation Guide: This document describes how to install and configure Cisco Unified Attendant Console Business/Department Edition (CUACBE/CUACDE)—its databases, connections to Cisco Unified Communications Manager, and its system and user settings—using the Cisco Unified Attendant Admin web application. • Technical Support Documents: For all other application specific documentation.
InformaCast Basic Paging	<p>InformaCast Virtual Appliance Basic Paging: This document is written with two audiences in mind: the administrators and users of InformaCast. There are also two releases of this document: one for environments using Basic InformaCast functionality and another for Advanced InformaCast functionality. Please make sure you have the correct release by looking at the environment type that is printed at the bottom of every page.</p>



Install and Upgrade Guides

- [Cisco Business Edition 6000, Release 9.1\(2\), page 11](#)
- [Cisco Business Edition 6000, Release 9.0, page 13](#)
- [Cisco Business Edition 6000, Release 8.6, page 15](#)
- [Other guides, page 16](#)

Cisco Business Edition 6000, Release 9.1(2)

- [Cisco Business Edition 6000 Co-residency Policy Requirements](#)
- [Cisco Business Edition 6000 Quick Start Guide](#)
- [Installation Guide for Cisco Business Edition 6000, Release 9.1\(2\)](#)

<p>Cisco Prime Collaboration, Release 9.5</p>	<ul style="list-style-type: none"> • Cisco Prime Collaboration Quick Start Guide: This document explains how to install Cisco Prime Collaboration on virtualized servers. • Cisco Prime Collaboration Provisioning Guide: This document explains how to manages IP communication services in an integrated IP telephony, voicemail, and unified messaging environment.
<p>Enterprise License Manager, Release 9.1(2)</p>	<p>Enterprise License Manager User Guide: This document provides instructions on how to install, set up, and use Enterprise License Manager.</p>

Cisco Unified Communications Manager, Release 9.1(1)	<ul style="list-style-type: none"> • Installing Cisco Unified Communications Manager, Release 9.1(1): This document describes how to install Cisco Unified Communications Manager. • Upgrade Guide for Cisco Unified Communications Manager, Release 9.1(1): This document describes how to upgrade Cisco Unified Communications Manager.
Cisco Unified Communications Manager IM and Presence Service, Release 9.1(1)	<ul style="list-style-type: none"> • Installing Cisco Unified Communications Manager IM and Presence Service, Release 9.1(1): This document describes how to install Cisco IM and Presence Service. • Upgrade Guide for Cisco Unified Communications Manager IM and Presence Service, Release 9.1(1): This document describes how to upgrade Cisco IM and Presence Service.
Cisco Unity Connection, Release 9.x	<ul style="list-style-type: none"> • Installation Guide for Cisco Unity Connection Release 9.x: This document contains information and instructions for installing the operating system and Cisco Unity Connection on the server. • Upgrade Guide for Cisco Unity Connection Release 9.x: This document contains information and instructions for upgrading Cisco Unity Connection software, migrating to Connection, adding Connection languages, replacing Connection servers, creating or changing a Connection cluster, renaming or changing the IP addresses of Connection servers, and renaming Connection servers.
Cisco Contact Center Express, Release 9.0.2	<ul style="list-style-type: none"> • Install and Upgrade Guide for Cisco Unified Contact Center Express, Release 9.0(2): This document explains how to install Cisco Unified Contact Center Express on a single node deployment or two-node high availability deployment in a cluster environment.
Cisco Video Communications Server, Release 7.2	<ul style="list-style-type: none"> • Cisco TelePresence Deployment Guide for VCS, Release 7.2: This guide specifies the virthaul machine platform requirements for VCS, how to load the .OVA file and install a virtual machine. • Deployment Guide for Cisco Unified Communications Manager with Cisco VCS: This deployment guide provides guidelines on how to configure the Cisco TelePresence Video Communication Server Release 7.2 and Cisco Unified Communications Manager Releases 8.6.x and 9.x to interwork through a SIP trunk.

Cisco Emergency Responder	<ul style="list-style-type: none"> • Administration Guide for Cisco Emergency Responder, Release 9.0: This document provides you with the required information to install, configure, manage, and use Cisco Emergency Responder.
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Cisco Business Edition 6000, Release 9.0

[Migrating from Cisco Prime Unified Provisioning Manager 9.0 Business Edition to Prime Collaboration 9.0 Provisioning](#)

Cisco Prime Collaboration, Release 9.0	<ul style="list-style-type: none"> • Cisco Prime Collaboration Quick Start Guide 9.0: This document explains how to install Cisco Prime Collaboration (Prime Collaboration) on virtualized servers. • Cisco Prime Collaboration Provisioning Guide 9.0: This document explains how to manages IP communication services in an integrated IP telephony, voicemail, and unified messaging environment.
Cisco Unified Communications Manager, Release 9.0	<ul style="list-style-type: none"> • Installing Cisco Unified Communications Manager, Release 9.0(1): This document describes how to install Cisco Unified Communications Manager. • Upgrade Guide for Cisco Unified Communications Manager, Release 9.0(1): This document describes how to upgrade Cisco Unified Communications Manager.
Cisco Unified Communications Manager IM and Presence Service, Release 9.0	<ul style="list-style-type: none"> • Installing Cisco Unified Communications Manager IM and Presence Service, Release 9.0(1): This document describes how to install IM and Presence Service. • Upgrade Guide for Cisco Unified Communications Manager IM and Presence, Release 9.0(1): This document describes how to upgrade IM and Presence Service.

<p>Cisco Unity Connection, Release 9.x</p>	<ul style="list-style-type: none"> • Installation Guide for Cisco Unity Connection Release 9.x: This document contains information and instructions for installing the operating system and Cisco Unity Connection on the server. • Upgrade Guide for Cisco Unity Connection Release 9.x: This document contains information and instructions for upgrading Cisco Unity Connection software, migrating to Connection, adding Connection languages, replacing Connection servers, creating or changing a Connection cluster, renaming or changing the IP addresses of Connection servers, and for renaming Connection servers.
<p>Cisco Unified Contact Center Express, Release 9.0(1)</p>	<ul style="list-style-type: none"> • Installation Guide for Cisco Unified Contact Center Express, Release 9.0(1): This document explains how to install Cisco Unified Contact Center Express on a single node deployment or two-node high availability deployment in a cluster environment. • Upgrade Guide for Cisco Unified Contact Center Express, Release 9.0(1): This document describes how to upgrade to Cisco Unified Contact Center Express.
<p>Cisco Video Communications Server</p>	<p>Cisco TelePresence Deployment Guide for VCS, Release 7.1: This deployment guide specifies the VM platform requirements for VCS, how to load .OVA file and install a VM</p>
<p>Cisco Emergency Responder</p>	<p>Administration Guide for Cisco Emergency Responder, Release 9.0: This document provides you with the required information to install, configure, manage, and use Cisco Emergency Responder.</p>

Cisco Business Edition 6000, Release 8.6

<p>Cisco Unified Communications Manager, Release 8.6(1)</p>	<ul style="list-style-type: none"> • Installing Cisco Unified Communications Manager, Release 8.6(1): This document describes how to install Cisco Unified Communications Manager. • Upgrading to Cisco Unified Communications Manager, Release 8.6(1): This document describes how to upgrade Cisco Unified Communications Manager.
<p>Cisco Unified Presence, Release 8.6</p>	<ul style="list-style-type: none"> • Installation Guide for Cisco Unified Presence, Release 8.6(1): This document describes how to install IM and Presence Service. • Upgrade Guide for Cisco Unified Presence, Release 8.6(1): This document describes how to upgrade IM and Presence Service.
<p>Cisco Unity Connection, Release 8.x</p>	<ul style="list-style-type: none"> • Installation Guide for Cisco Unity Connection Release 8.x: This document contains information and instructions for installing the operating system and Cisco Unity Connection on the server. • Upgrade Guide for Cisco Unity Connection Release 8.x: This document contains information and instructions for upgrading Cisco Unity Connection software, migrating to Connection, adding Connection languages, replacing Connection servers, creating or changing a Connection cluster, renaming or changing the IP addresses of Connection servers, and for renaming Connection servers.
<p>Cisco Unified Contact Center Express, Release 8.5(1)(1)</p>	<ul style="list-style-type: none"> • Installation Guide for Cisco Unified Contact Center Express, Release 8.5(1): This document explains how to install Cisco Unified Contact Center Express on a single node deployment or two-node high availability deployment in a cluster environment. • Upgrade Guide for Cisco Unified Contact Center Express, Release 8.5(1): This document describes how to upgrade to Cisco Unified Contact Center Express.

Cisco Emergency Responder	Administration Guide for Cisco Emergency Responder, Release 8.6 : This document provides you with the required information to install, configure, manage, and use Cisco Emergency Responder.
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Other guides

- [Install and Upgrade Guides for Cisco Unified Attendant Console](#)
- [Migrating from Cisco Prime Unified Provisioning Manager 8.6 Business Edition to Prime Collaboration 9.0 Provisioning](#)
- [Cisco Unified Communications Manager on virtualized servers](#)
- [Cisco Intercompany Media Engine Installation and Configuration Guide, Release 9.0\(1\)](#)
- [Supported System Capacities](#)
- [Cisco Unified Communications Answer File Generator](#)
- [How to Use the AFG with the Virtual Floppy Drive](#)
- [Unified Communications in a Virtualized Environment](#)
- [UC Virtualization Supported Hardware](#)
- [Unified Communications VMware Requirements](#)
- [Unified Communications Sizing Tool](#)
- [Cisco Business Edition 6000 OVA/OVF Templates](#)
- [Unified Communications Virtualization Sizing Guidelines](#)



CHAPTER

4

Training Resources

- [Recommended certifications, page 17](#)
- [Recommended learning, page 17](#)
- [Virtualization training, page 17](#)
- [Partner education center, page 18](#)

Recommended certifications

Cisco offers a number of industry leading certifications to validate the skills and experience required to install and operate Cisco Business Edition 6000 collaboration solutions.

[Associate Level Certification \(CCNA Voice\)](#)

[Professional Level Certification \(CCNP Voice\)](#)

Recommended learning

Cisco offers a variety of online and instructor led learning to prepare for certification and Cisco Business Edition 6000 deployment and operation.

[Introducing Cisco Voice and Unified Communications Administration \(ICOMM\)](#)

[Implementing Cisco Voice Communications and QoS \(CVOICE\)](#)

[Implementing Cisco Unified Communications Manager, Part 1 \(CIPT1\)](#)

[Integrating Cisco Unified Communications Applications \(CAPPS\) Prerequisites](#)

[Telepresence Video Field Engineer for Express \(PATVFEE v1.0\) Training](#)

[Deploying Cisco Unified Contact Center Express \(UCCXD\)](#)

Virtualization training

Virtualization training is available directly from the hypervisor vendor and their learning partners.

[VMware education portal](#)

[VMware vSphere: Install Configure, Manage \[V5.0\]](#)

[VMware vSphere: Install Configure, Manage \[V5.1\]](#)

Partner education center

Offers Cisco registered partners a vast repository of high-quality on-demand and instructor led training that may be used to achieve specialization, certification, and a greater understanding of Cisco solutions.

For Partners: [Partner Education Center \(PEC\)](#)